

E-mail Access Policy



The Thabachweu Local Municipality's intentions for publishing policies and procedures is not to impose restrictions that are contrary to the Municipality's established culture of openness, trust and integrity. The Municipality is committed to protecting its employees, clients, and service providers from any illegal or damaging actions by individuals, either knowingly or unknowingly.



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E-mail Access Policy
Version 1.1

Thabachweu Local Municipality

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1. Overview

Email is increasingly becoming the primary business tool for both internal and external communication for the Thabachweu Local Municipality and as a result should be treated with the same level of attention given to drafting and managing formal letters and memos. Email messages should not be treated as an extension of the spoken word because their written nature means they are treated with greater authority. As well as taking care over how email messages are written it is necessary to manage email messages appropriately after they have been sent or received. The Municipality is committed to the appropriate use of Information Technology and e-mail services in support of its administrative and service functions

2. Purpose

The purpose of introducing an email policy is to present the Municipality's perception about what constitutes appropriate use and management of email in relation to the business being conducted. There is a common misconception that email messages constitute an ephemeral form of communication. This misconception about how email messages can be used could result in legal action being taken against the Municipality or individuals. All email messages are subject to Data Protection and Freedom of Information Legislation and can also form part of the corporate record. Staff should also be aware that email messages could be used as evidence in legal proceedings.

3. Scope

The private use of the Municipality's email and messaging infrastructure is permitted but this is subject to strict control. Abuse of this privilege may be regarded as misconduct.

- The e-mail services may not be used for: unlawful activities, commercial purposes, personal financial gain, personal use inconsistent with this policy, or uses that violate other policies or guidelines
- The e-mail system may not to be used to create any offensive or disruptive messages, among those which are considered offensive, any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability
- Unsolicited emails with or without attachments may not be opened if the sender is not trusted, unsolicited emails from unknown senders should be deleted
- Incidental disclosure - It may be necessary for IT personnel to review the content of an individual employee's communications during the course of problem resolution. IT personnel may not review the content of an individual employee's communications out of personal curiosity or at the behest of individuals who have not gone through proper approval channels.



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- Employees shall not use an electronic mail account assigned to another individuals to either send or receive messages. Individuals that require other users to use their messaging account must request approval in writing from the Thabachweu Security Officer.
- It is the responsibility of individual employees to manage their own Email once they have downloaded it. It is suggested that unwanted Emails are regularly deleted and important Emails are moved to appropriate folders. Important attachments should be saved in an appropriate folders

4. Security, Ownership and Privacy

- E-mail systems and e-mail messages generated using these systems, including their associated backups, are considered to be assets owned by the Municipality, and are under no circumstances the property of the users, regardless of whether they are employees of the Municipality or not.
- E-mail should not be relied upon to guarantee document confidentiality or sensitive communication.
- A document or e-mail message that is private should not be redistributed to a third party without the permission of the original author. As a matter of courtesy, the author of a document should be informed when any e-mail message is redistributed.

5. Monitoring

All messages distributed via the e-mail system are the property of the Thabachweu Local Municipality. The Municipality's Security Officer reserves the right to examine any e-mail that was sent or received by any employee of the Municipality.

6. Mail Signatures

Appropriate mail signatures should be used when sending or replying to all work related e-mail messages. The e-mail signature should contain all your contact information such as office number, fax number and e-mail address.

7. Mail Disclaimer

The following mail disclaimer shall be configured with the mail signatures for each user.

This message and any attachments relates to official business of the Thabachweu Local Municipality. This message may contain information that is confidential and subject to legal privilege. Any views expressed in this message are those of the individual sender. If you receive this message in error, please notify the original sender immediately and destroy the original message. If you are not the intended recipient of this message, you are hereby notified that you must not disseminate, copy, use, distribute, or take any action in connection therewith. The Municipality cannot insure that the integrity of this communication has been maintained, nor that it is free of errors, viruses, interception and / or



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interference. The Municipality cannot be held liable whatsoever for any loss or damage resulting from the opening of this message and / or attachments and / or the use of the information contained in this message and / or attachments.

8. Corrective actions for non-policy compliance

- Failure to comply with the guidelines stipulated in the Municipality's policies will result in the following corrective or disciplinary procedures.
- The decisive action that will be taken against the employee is dependent on the severity level and the level of the security risk.
- Warning from Management
 - The employee receives a warning from their manager that they were in violation of policy.
- Written Warning in Personnel File
 - The employee is reprimanded, and official notice is put in their personnel file. This may have negative consequences during future performance reviews or promotion considerations.
- Revoking Privileges
 - Access to certain resources, such as internet or email, can be revoked for a limited period providing that this action does not have a negative impact on the employee's job functions.
- Training
 - Adequate training to create awareness and guidance on policy compliance.
- Disciplinary action will be determined in compliance to Schedule 8 of the Labour Relations Act 66 of 1995 or other related Public Service Regulations.

9. Glossary and Abbreviations

Please refer to the Thabachweu Glossary and abbreviations guide.



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Version Control

Version	State/Change	Author	Date
1.0	Original	Sbusiso Langa	
1.1	Changes	Sbusiso Langa	

Author

Name	Designation	Signature	Contact
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Review

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Approval

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